Procedure Update Webinar

February 29, 2016

1:00 – 3:00 CST

NAVAGATING Adobe Connect

AGENDA

- Acceptable Proofs – Address, Identity, Income
- Formula Change Update
- New Appointment Types
- Assessing Adjunct Income Eligibility
- Notices of Ineligibility & Termination – Follow up
- Help Desk Hints
- Upcoming Webinars
- Other

Acceptable Proofs

ADDRESS

ACCEPTABLE PROOF	JOURNEY
✔ **Notice of Action** (mailed/viewed on-line) ▪ **Physical mail** – sent to your street address ▪ **Physical mail** – showing your service address ▪ **On-Line mail (showing service address)** Utility bill, cable bill, lease, property tax statement, appraisal form, mortgage receipts ▪ **Map** – showing location for rural addresses that only use PO boxes and do not have any of the above proofs ▪ **Migrant card/Migrant Health Card**	Mail (Postmkd env or Card w/current addr) Utility or other bill showing service address Notice of Action - DHHS Pay stub Rental Agreement Rent or Mortgage Receipts Written statement from landlord Other (In Notes/Scanned) Address Confidentiality Program Map - Rural Areas Only Migrant Card/Migrant Health Card Affidavit

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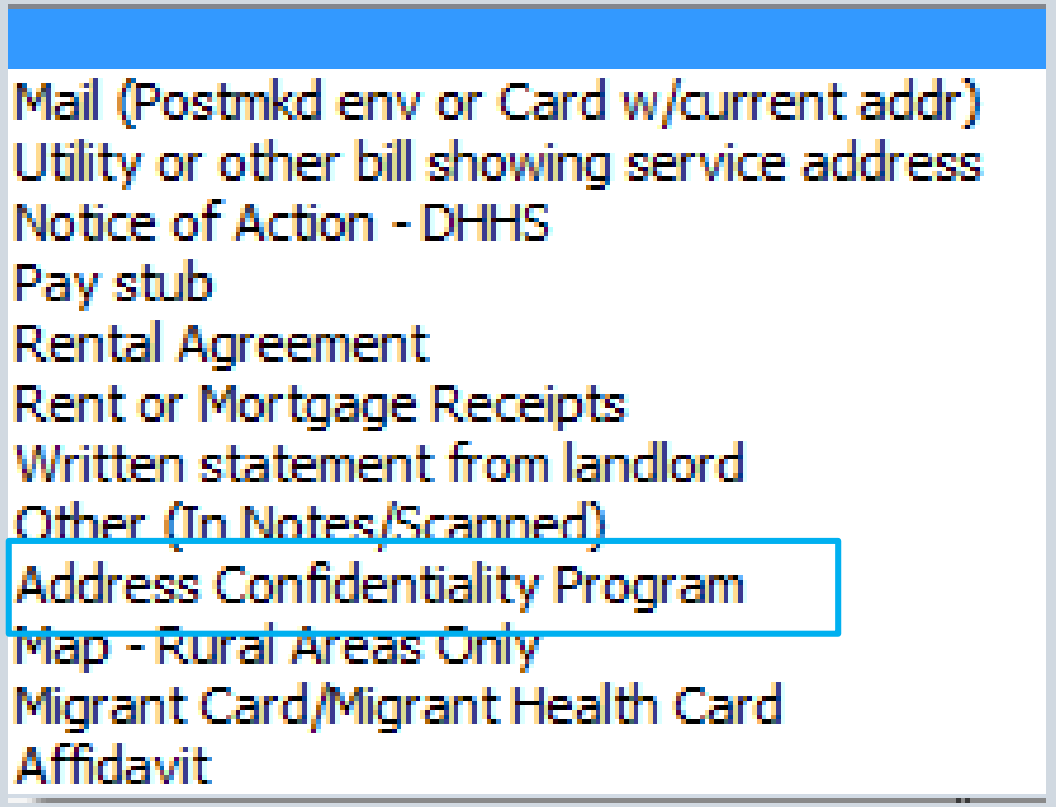
Address

ACCEPTABLE PROOF	JOURNEY

WHAT IS THIS???

Used for victims of domestic violence living in shelters



Address

WHAT DO I USE FOR THEIR ADDRESS IN JOURNEY

Signature | *Proof of Residency: Address Confidentiality Program | Affidavit Reason

Physical Address

Eff Date 02/24/2016 | 3 of 3

End Date:

Homeless ☐ Migrant ☐ Refugee ☐

*Address Line 1: Clinic Address

Address Line 2:

Apt/Suite:

P.O. Box:

*City: Lincoln

*State: Nebraska

*ZIP Code: 68509 (+4):

*County: Lancaster

Mailing Address (if different than Physical)

Eff Date 02/24/2016 | 1 of 1

Add End Date | End Date:

*Address Line 1:

Address Line 2:

Apt/Suite:

*P.O. Box: 1234

*City: Lincoln

*State: Nebraska

*ZIP Code: 68509 (+4):

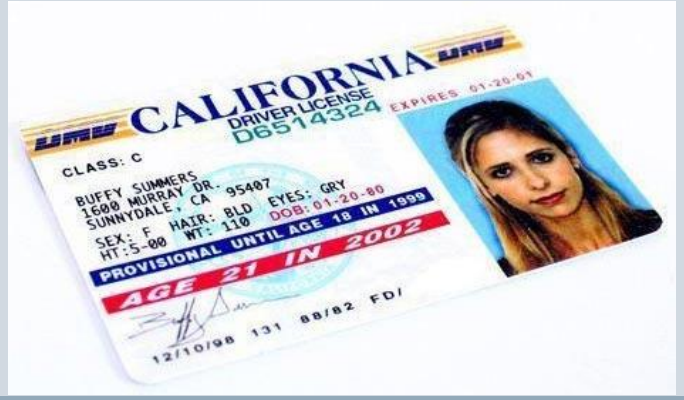
*County: Lancaster

WHAT PROOFS DO I SCAN INTO JOURNEY

- Affidavit
- Map – Rural Areas Only
- Written Statement from Landlord
- Other

Acceptable Proofs

IDENTITY



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	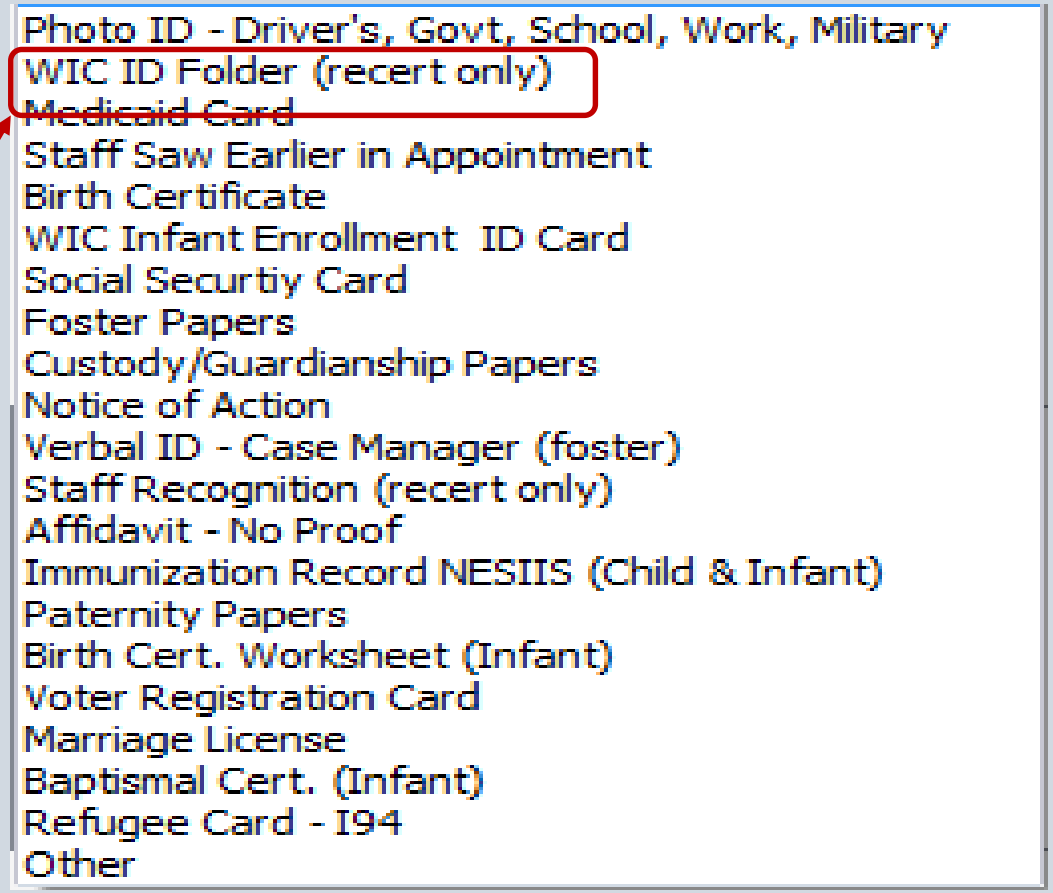

Identity

ACCEPTABLE PROOF -ADULTS	JOURNEY
Notice of Action – if listed as eligible participant • Photo ID – Drivers license, school, work, military • Social Security Card • Birth Certificate • Medicaid Card • Passport with picture • I-94 Card-Refugee • Marriage License • Voter Registration Card • Pay Stub (last 30 days) • WIC ID Folder – (re-certs only)	Photo ID - Driver's, Govt, School, Work, Military WIC ID Folder (recert only) Medicaid Card Staff Saw Earlier in Appointment Birth Certificate WIC Infant Enrollment ID Card Social Securtiy Card Foster Papers Custody/Guardianship Papers Notice of Action Verbal ID - Case Manager (foster) Staff Recognition (recert only) Affidavit - No Proof Immunization Record NESIIS (Child & Infant) Paternity Papers Birth Cert. Worksheet (Infant) Voter Registration Card Marriage License Baptismal Cert. (Infant) Refugee Card - I94 Other

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JOURNEY

Photo ID - Driver's, Govt, School, Work, Military
WIC ID Folder (recert only)
Medicaid Card
Staff Saw Earlier in Appointment
Birth Certificate
WIC Infant Enrollment ID Card
Social Securtiy Card
Foster Papers
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Immunization Record NESIIS (Child & Infant)
Paternity Papers
Birth Cert. Worksheet (Infant)
Voter Registration Card
Marriage License
Baptismal Cert. (Infant)
Refugee Card - I94
Other

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Identity

ACCEPTABLE PROOF – CHILD/INFANT

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- Birth Certificate
- Medicaid Card
- Social Security Card
- Passport with picture
- I-94 Card – Refugee
- Worksheet Birth Certificate
- WIC Infant Enrollment ID Card
- Immunization record (NESIIS)
- Baptismal Certificate
- Hospital ID Bracelet (must include date of birth)
- Medical discharge papers (must include date of birth)
- WIC ID Folder (re-certs only)

JOURNEY

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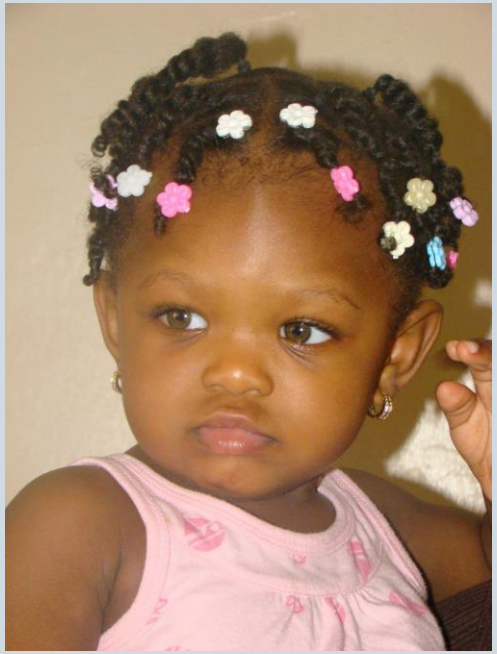
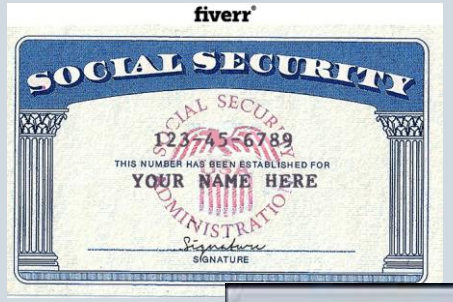
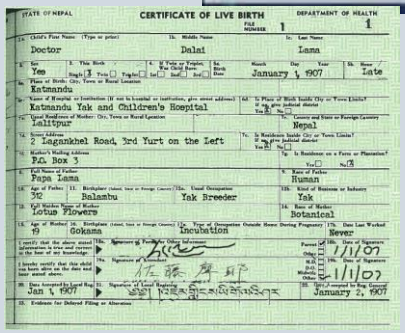
ACCEPTABLE PROOF – CHILD/INFANT

JOURNEY



Medicaid Card
Birth Certificate
WIC Infant Enrollment ID Card
Social Security Card
Notice of Action
Immunization Record NESIIS
Birth Certificate Worksheet
Baptismal Certificate
Refugee Card/I94





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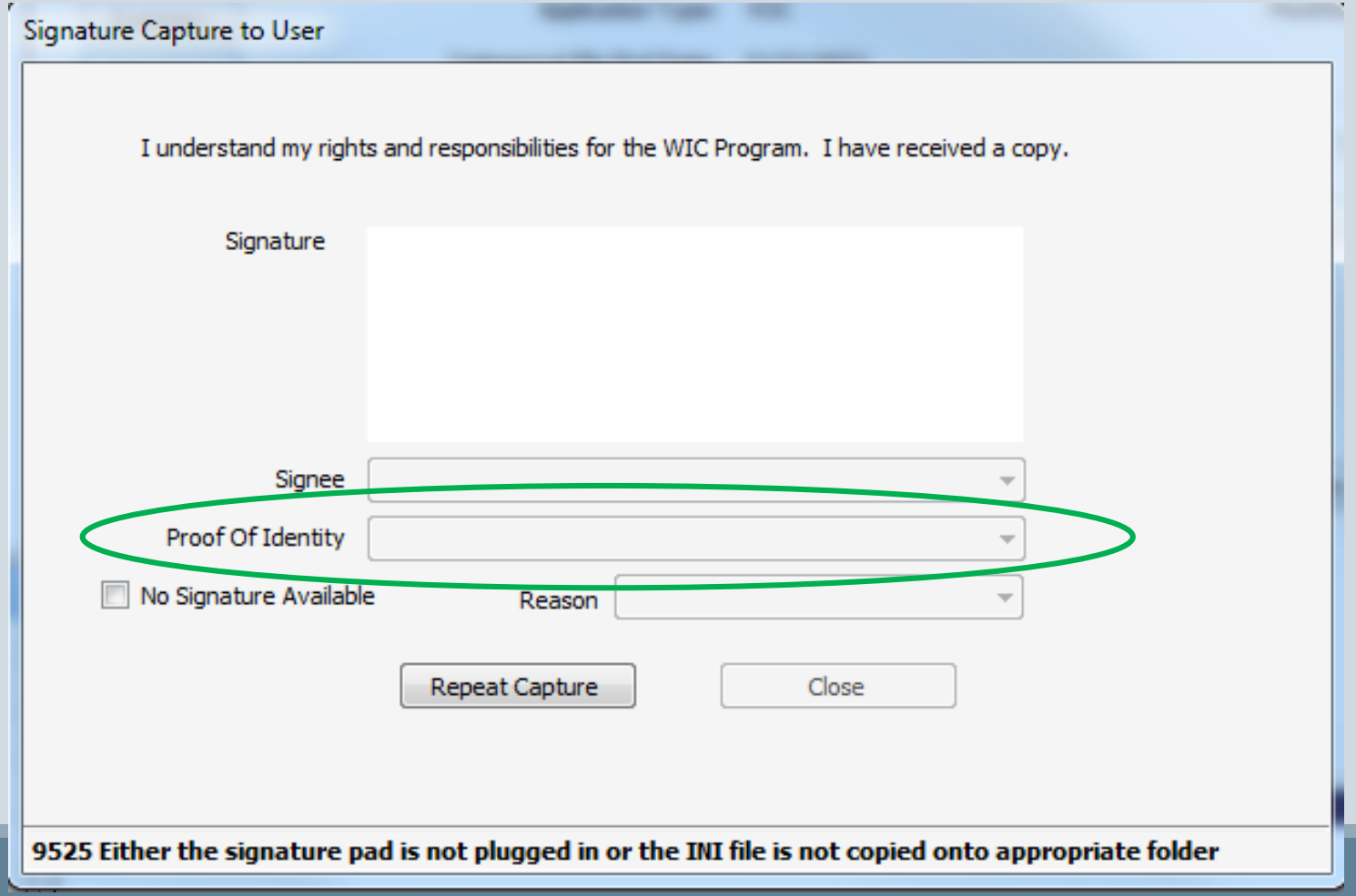
Identity

WHEN DO I USE “STAFF SAW EARLIER IN APPOINTMENT “



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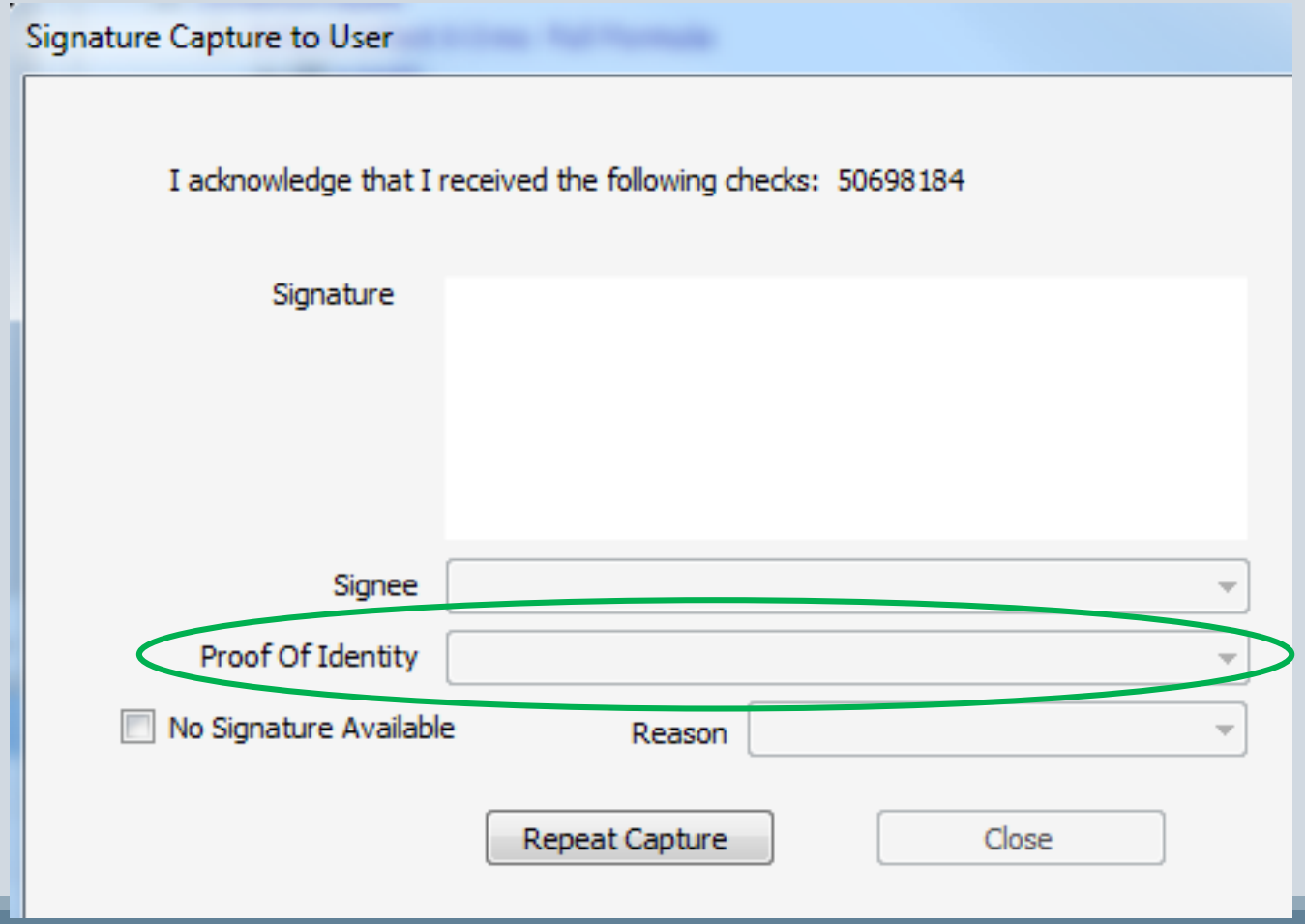
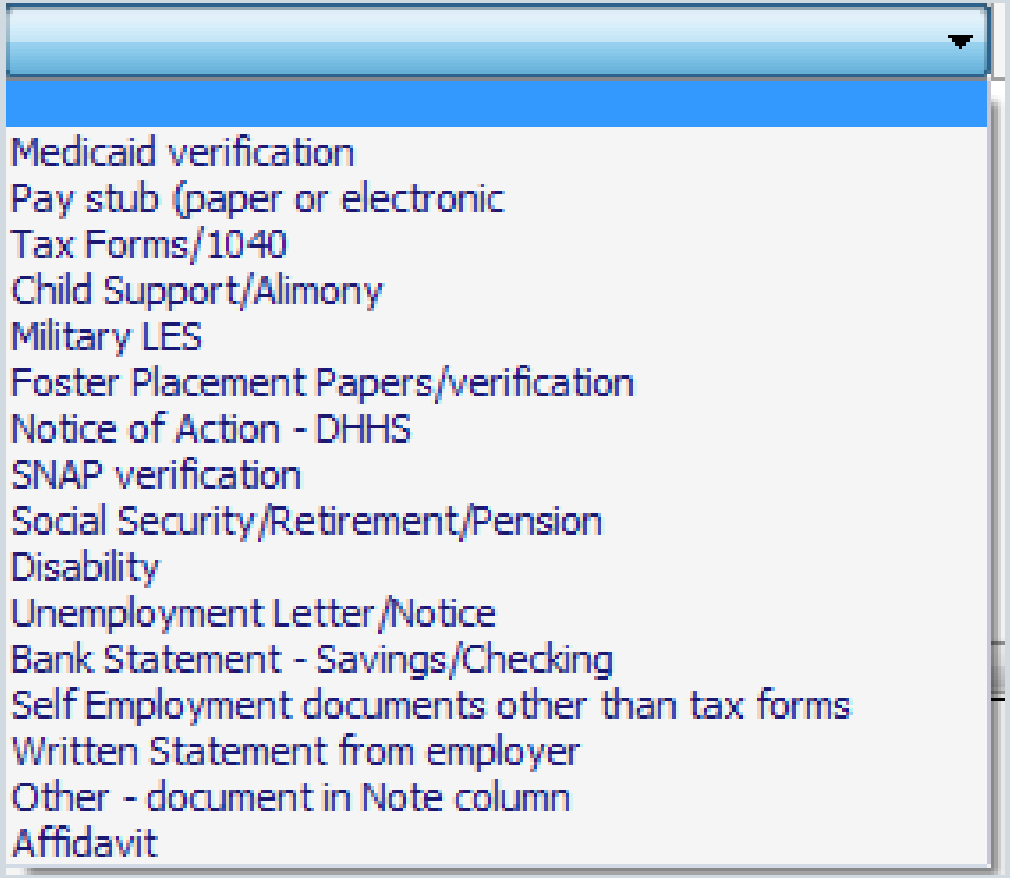


Acceptable Proofs

INCOME

ACCEPTABLE PROOF	JOURNEY
Pay stub (paper or electronic)	
Tax Forms/1040	
Child Support/Alimony	
Military LES	
Social Security/Retirement/Pension	
Disability	
Unemployment Letter/Notice	
Bank Statement – Savings/Checking	
Other	



Income

What if There is No Proof Available?

NO PROOF - AFFIDAVIT

Zero Income

Paid in Cash

Homeless Individuals

Migrant Families

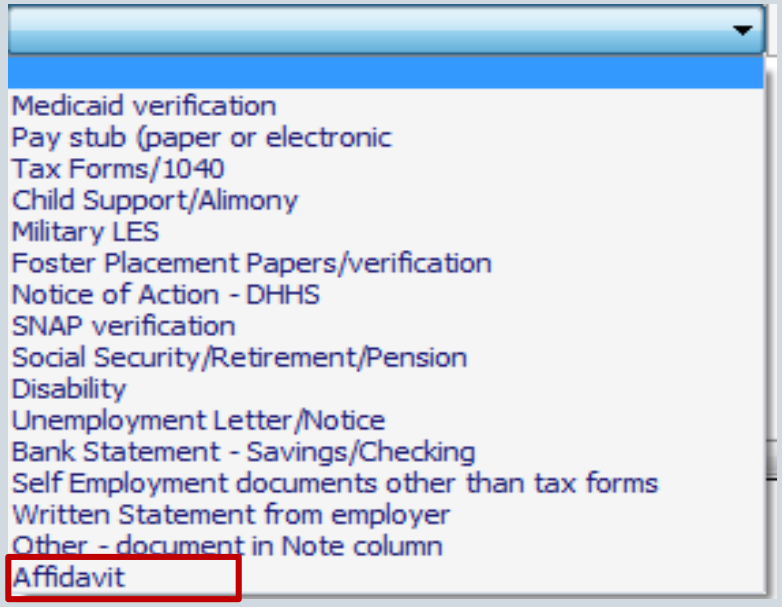
Disaster (tornado, fire, hurricane)

Theft

Living in Abuse Shelter

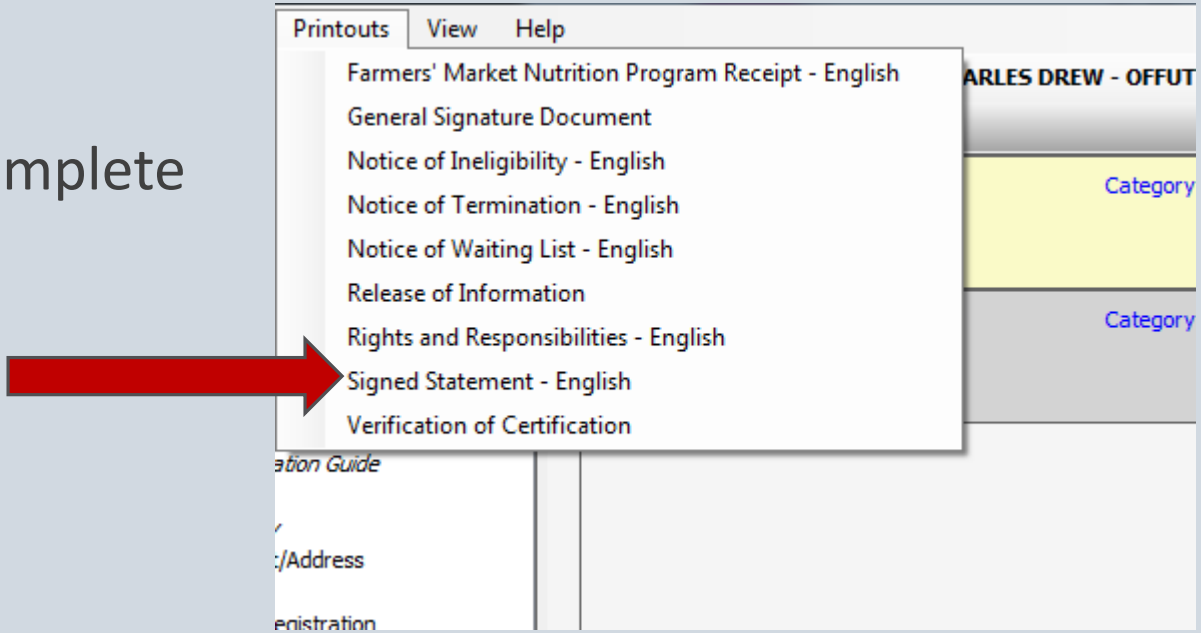
JOURNEY

Step 1: CHOOSE AFFIDAVIT



NO PROOF - AFFIDAVIT IN JOURNEY

Step 2: Have Participant Complete Signed Statement



1

2

3

Nebraska WIC Program - Signed Statement - No Proof

Authorized Rep: Gala A Apple

Family ID# 23490

Identity:

I have no proof of Identity because

_____

Residency:

I have no proof of residency because

_____

Map for Authorized Situations:

Income:

I have no proof of income because

_____

Additional Information needed if zero income is reported:

How do you get food for your family? _____

My household has been without income since _____

I think I will have income starting _____

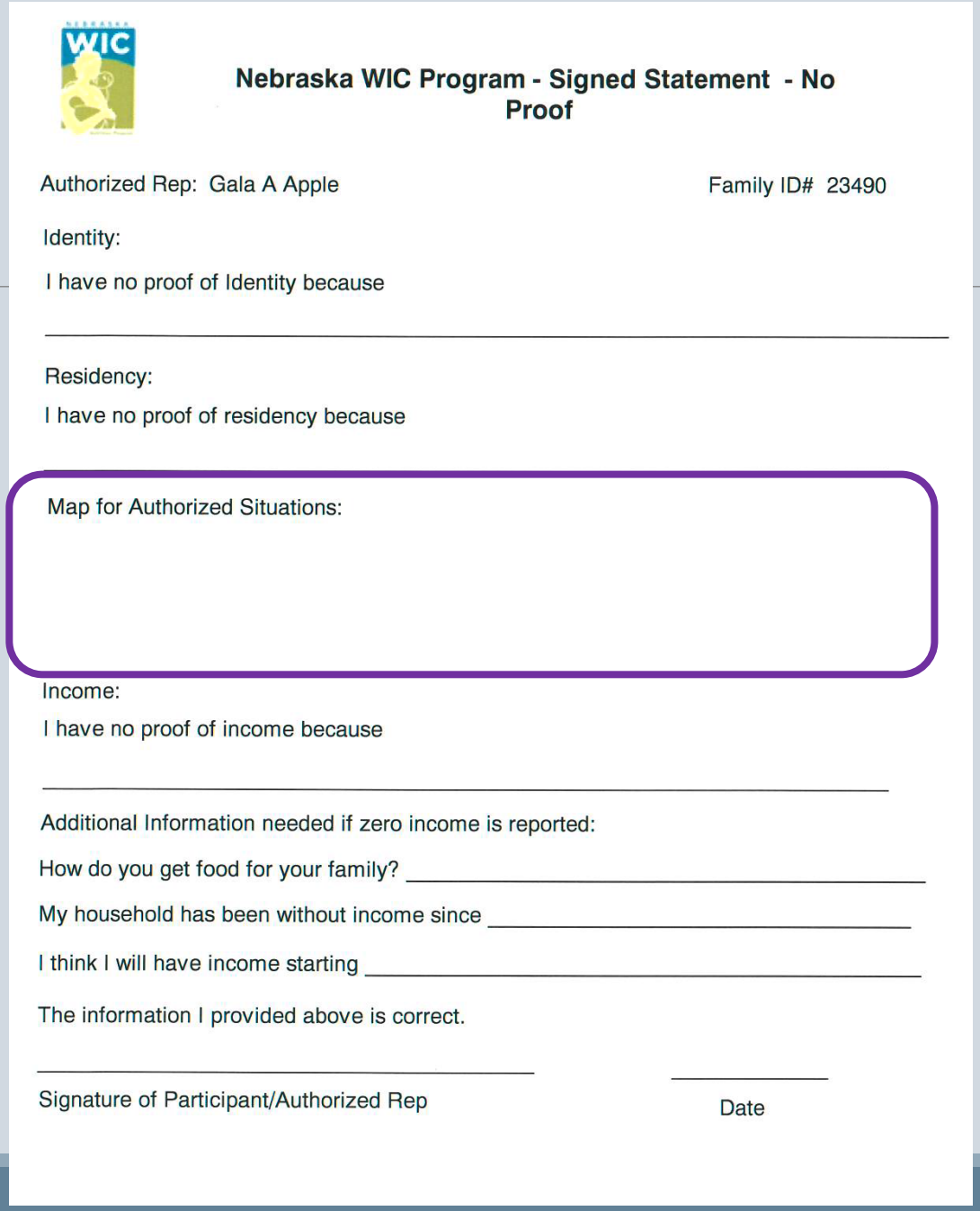
The information I provided above is correct.

_____ _____

Signature of Participant/Authorized Rep Date

Authorized Situations Only:

- Rural Towns that only deliver to PO Boxes AND where the family pays none of their own utility bills.



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The information I provided above is correct.

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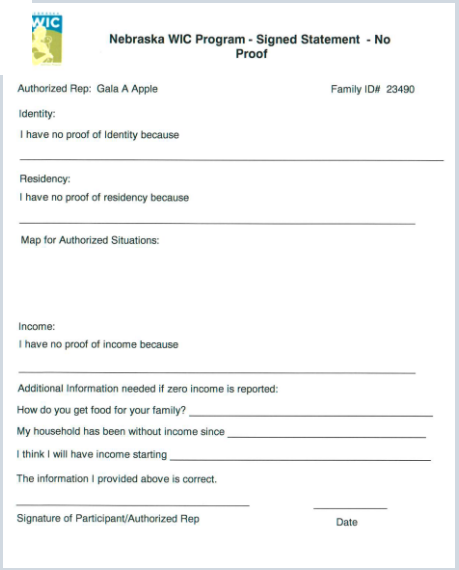
Signature of Participant/Authorized Rep Date

Additional Questions that MUST be Answered for Income:

NO PROOF - AFFIDAVIT IN JOURNEY

Step 3:

Scan Completed Form into Journey and Shred the paper form.



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_____ _____

Signature of Participant/Authorized Rep Date

Policy Change

PHOTOS OF PROOFS ARE ALLOWED

Rules for Using Photos on a Cell Phone

Cannot:

be used for Identity

Rules for Using Photos on a Cell Phone

Must:

- Show entire document
- Be clear & readable

Questions

Formula Changes

UPDATE

Product Changes Starting March 1st

These products have been discontinued and are no longer shipping from the manufacturer

- Enfamil ProSobee 32 ounce can ready-to-feed
- Enfamil AR 32 ounce can ready-to-feed
- Enfamil Enfacare 32 ounce can ready-to-feed

Enfamil ProSobee 32 ounce RTF

- Change to 6-packs of 8 oz RTF bottles

This product/size is no longer available

For infants who have medical documentation for, or who require a ready-to-feed product:

Enfamil ProSobee 6-packs of 8 ounce bottles

New model food package

Enfamil AR
32 ounce RTF

- Change to 6-packs of 8 oz RTF bottles

This size is no longer available

For infants who have medical documentation for, or who require a ready-to-feed product:

Enfamil AR 6-packs of 8 ounce bottles

New model food package

Enfamil EnfaCare
32 ounce RTF

- Change to 6-packs of 8 oz RTF bottles

This size is no longer available

For infants who have medical documentation requiring EnfaCare ready-to-feed.

Enfamil EnfaCare 6-packs of 8 ounce bottles

New model food package

March 1st Product Changes

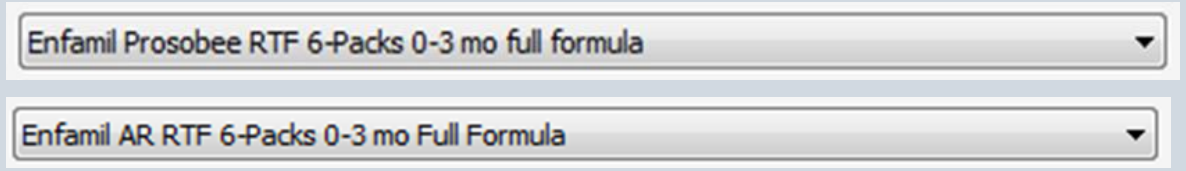
CHECKS WON'T PRINT

- Will not be able to print checks if client has the old food package assigned
- Error message will show on food benefits panel

- 03/01/2016: Food Package 'Enfamil Prosobee (RTF) 0-3 mo Full Formula – (32 OZ) Enfamil Prosobee has no food rule

ASSIGN A *NEW* MODEL FOOD PACKAGE

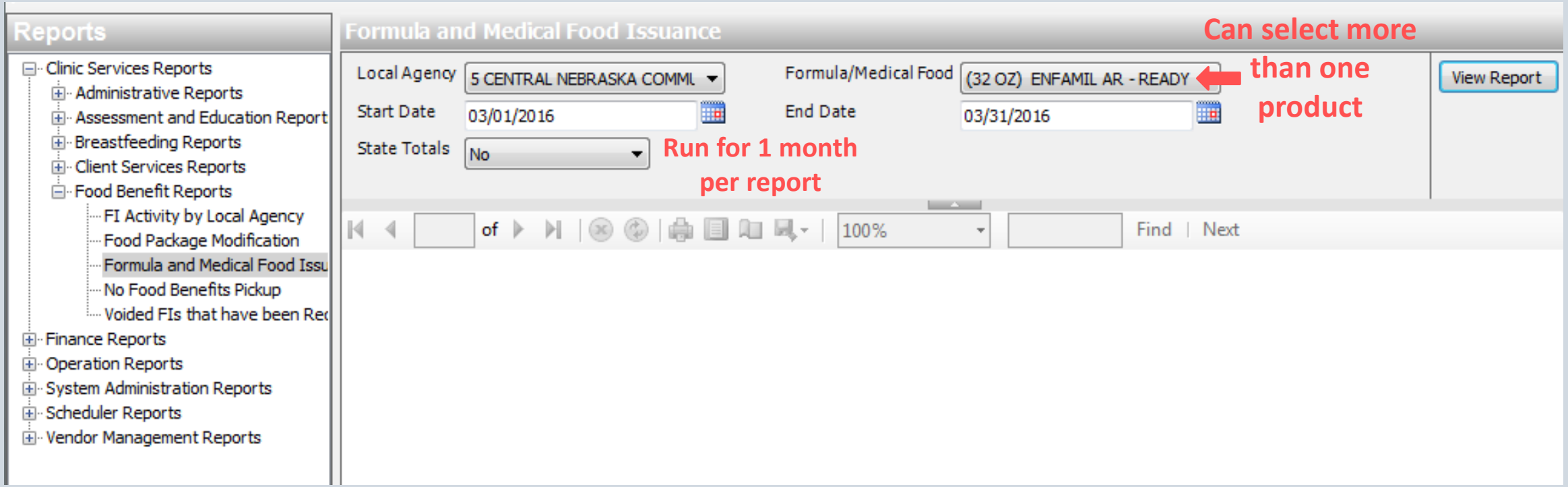
- Model food packages will include "RTF 6-packs" in the package name
- available in the drop down list



Formula and Medical Food Issuance Report

- Run this report to identify clients that are assigned a specific product by month
- Clients that already have checks for 32 ounce product and the product is not available, will need to have checks replaced.
- Work with Julieann and Lisa

** *this report will be useful for formula changes coming in May/June*


Reports
Clinic Services Reports
Administrative Reports
Assessment and Education Report
Breastfeeding Reports
Client Services Reports
Food Benefit Reports
FI Activity by Local Agency
Food Package Modification
Formula and Medical Food Issu
No Food Benefits Pickup
Voided FIs that have been Rec
Finance Reports
Operation Reports
System Administration Reports
Scheduler Reports
Vendor Management Reports
Formula and Medical Food Issuance
Local Agency
5 CENTRAL NEBRASKA COMML
Formula/Medical Food
(32 OZ) ENFAMIL AR - READY
Can select more than one product
View Report
Start Date
03/01/2016
End Date
03/31/2016
State Totals
No
Run for 1 month per report
of
100%
Find
Next

Formula and Medical Food Issuance Report

Print Date: 02/25/2016

03/01/2016 - 04/30/2016

State Totals	# Participants
(32 OZ) ENFAMIL AR - READY TO USE	3
(32-OZ) ENFAMIL PROSOBEE - READY TO USE	2

Local Agency/Clinic	Formula or Medical Food	Person ID	Participant Name	Category	Risk Factors	FDTU	Rx Renewal Dt	Spec Form Reason
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP								# Participants = 1
15 SPENCER								# Participants = 1
	(32 OZ) ENFAMIL AR - READY TO USE	161753	Baby Leap	Infant	425H	03/01/2016		

Rev: 12/3/2014 10:41:47 AM

Product Changes in April

These products have a label change, container change, or have a new container size available.

- Nutramigen Ready-to-feed
- Enfamil Infant Ready-to-feed
- Enfamil Gentlease Ready-to-feed
- Similac Expert Care Neosure Powder
- Similac Alimentum Ready-to-feed

Mead Johnson Products

32 ounce ***can*** changing to a
32 ounce ***BOTTLE***

RTF 6-packs available as an option

** For infants who have medical documentation for or who require a ready-to-use product*

Similac Neosure

OLD LABEL

LABEL & NAME CHANGE ONLY

NEW LABEL

Similac Alimentum

OLD LABEL

LABEL & NAME CHANGE ONLY

NEW LABEL – SOMETHING LIKE

Product Changes in May

This products is being reformulated by the manufacturer and will require a transition from the current product/food package to the new product/food package.

- Similac Alimentum Expert Care 16 ounce Powder

Similac Expert Care Alimentum
16 oz powder

old

This product is being reformulated

- Can size ⇩
- Number of cans participant receives ⇧
- Reconstituted amount ⇩
- New label
- Slight name change

Not available after June 1st

Similac Alimentum 12.1 oz powder

new

- 12.1 ounce can
- Each can makes 87 fluid ounces of prepared formula
- New scoop size
- Participant gets more cans per month

0-3 months	4-5 months	6-12 months
10	11	8

- New model food packages

What to do NOW

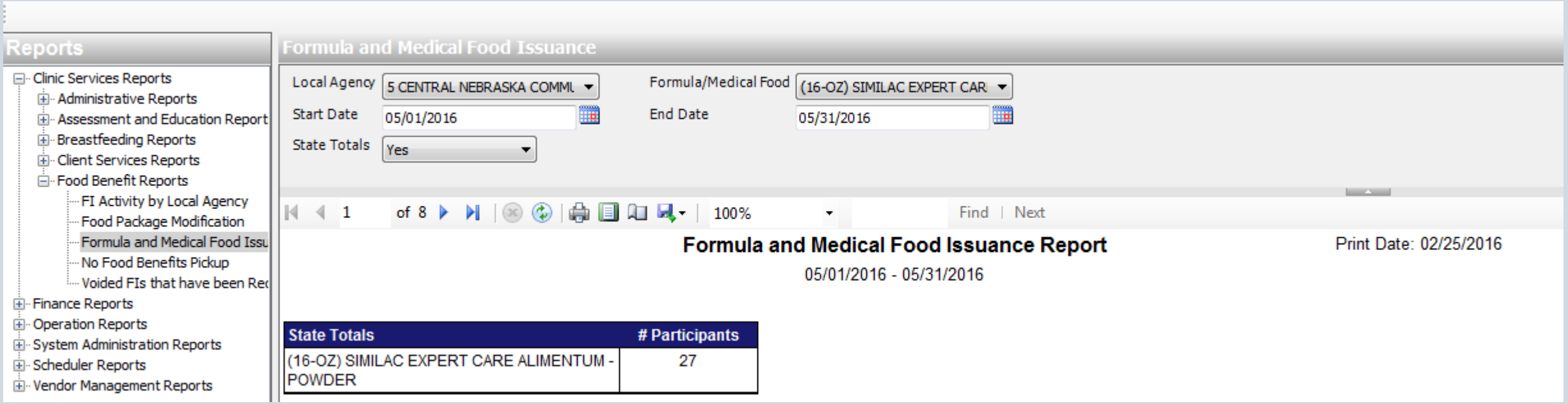
- For any participant getting Alimentum powder

Do not issue June checks

- Only issue checks for March, April, May
- 2 month issuance for current clients
- Watch email for detailed guidance, food package information, and staff/client education materials
- Information will be provided in March

All participants with a food package containing 16 oz Alimentum powder will need to have a new food package assigned and verified for June 1st effective dates.

We will use this report



Questions

NEW Appointment Types

EFFECTIVE MARCH 1, 2016

ADD NEW BABY

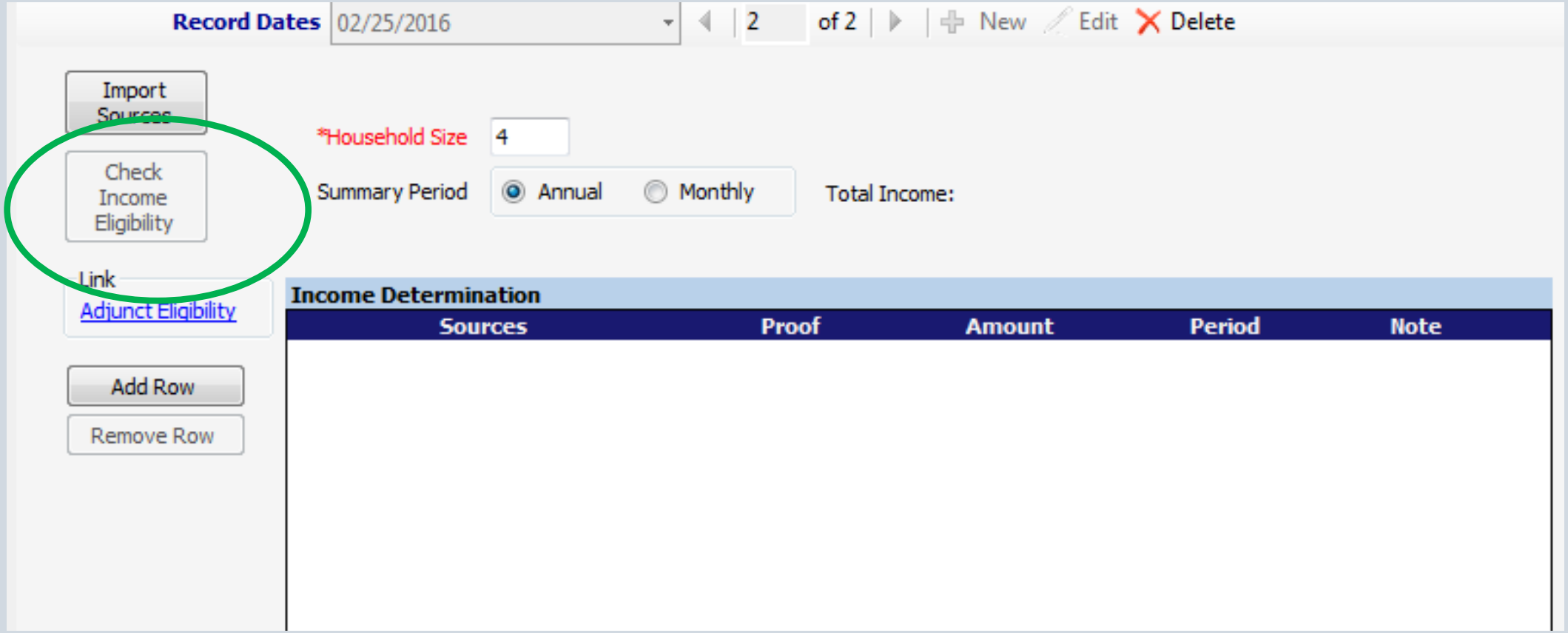
Use when making appointments for women who are expecting their baby before the next appointment.

FOSTER

Use when making appointments for children and infants moving into or out of a foster home.

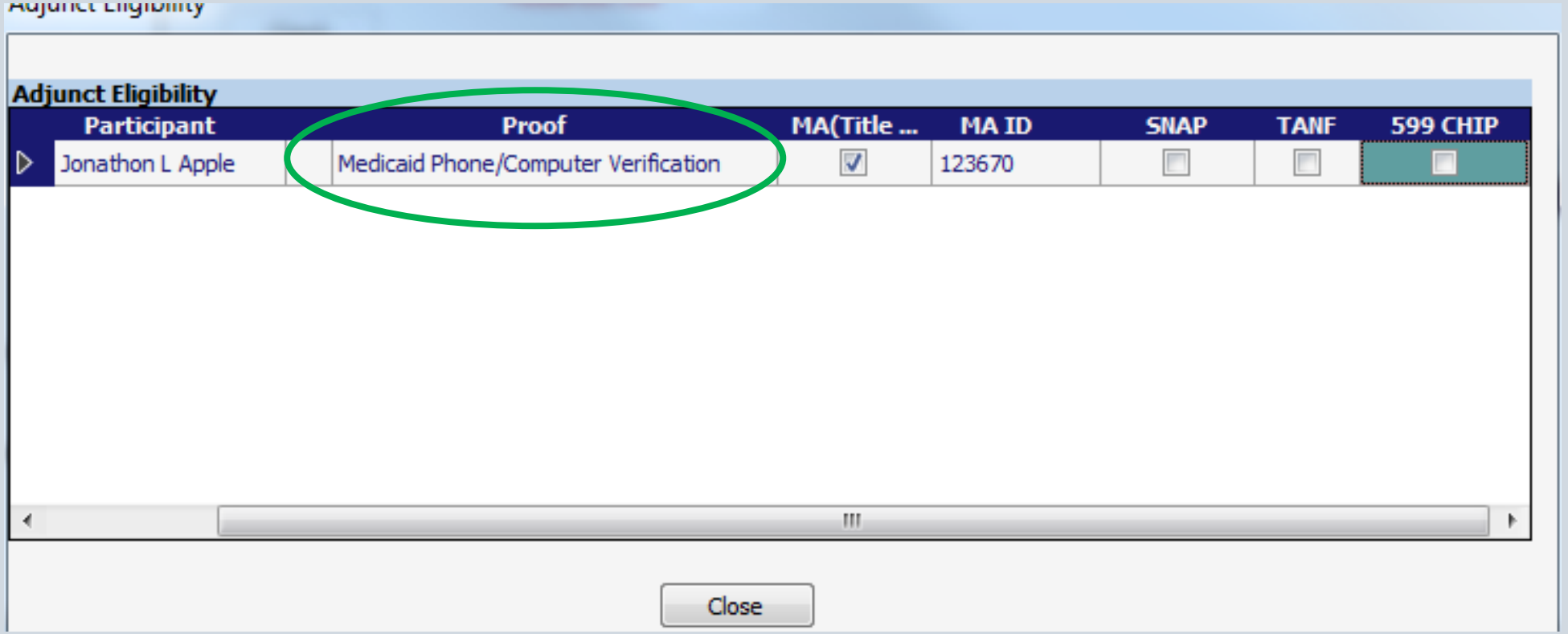
Questions

Assessing Adjunct Income Eligibility

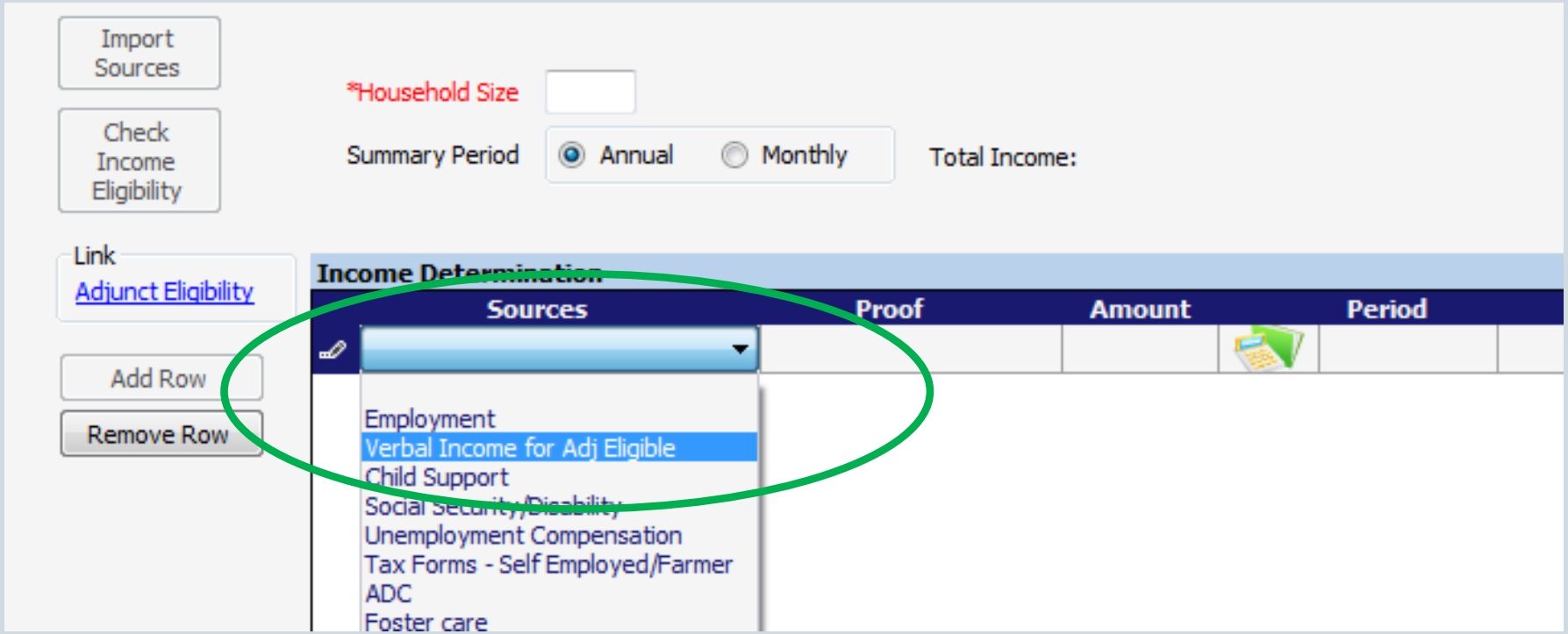


ALWAYS ASSESS ADJUNCT ELIGIBILITY FIRST

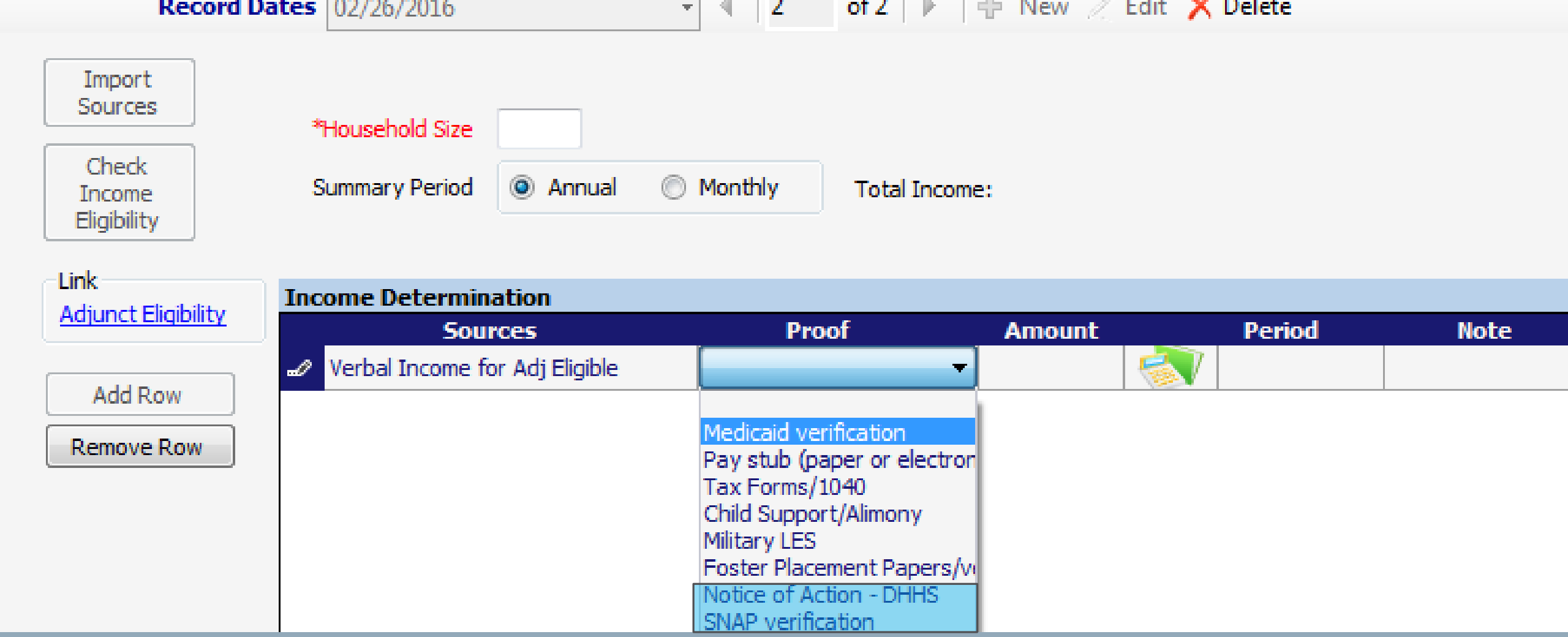
USDA REQUIREMENT



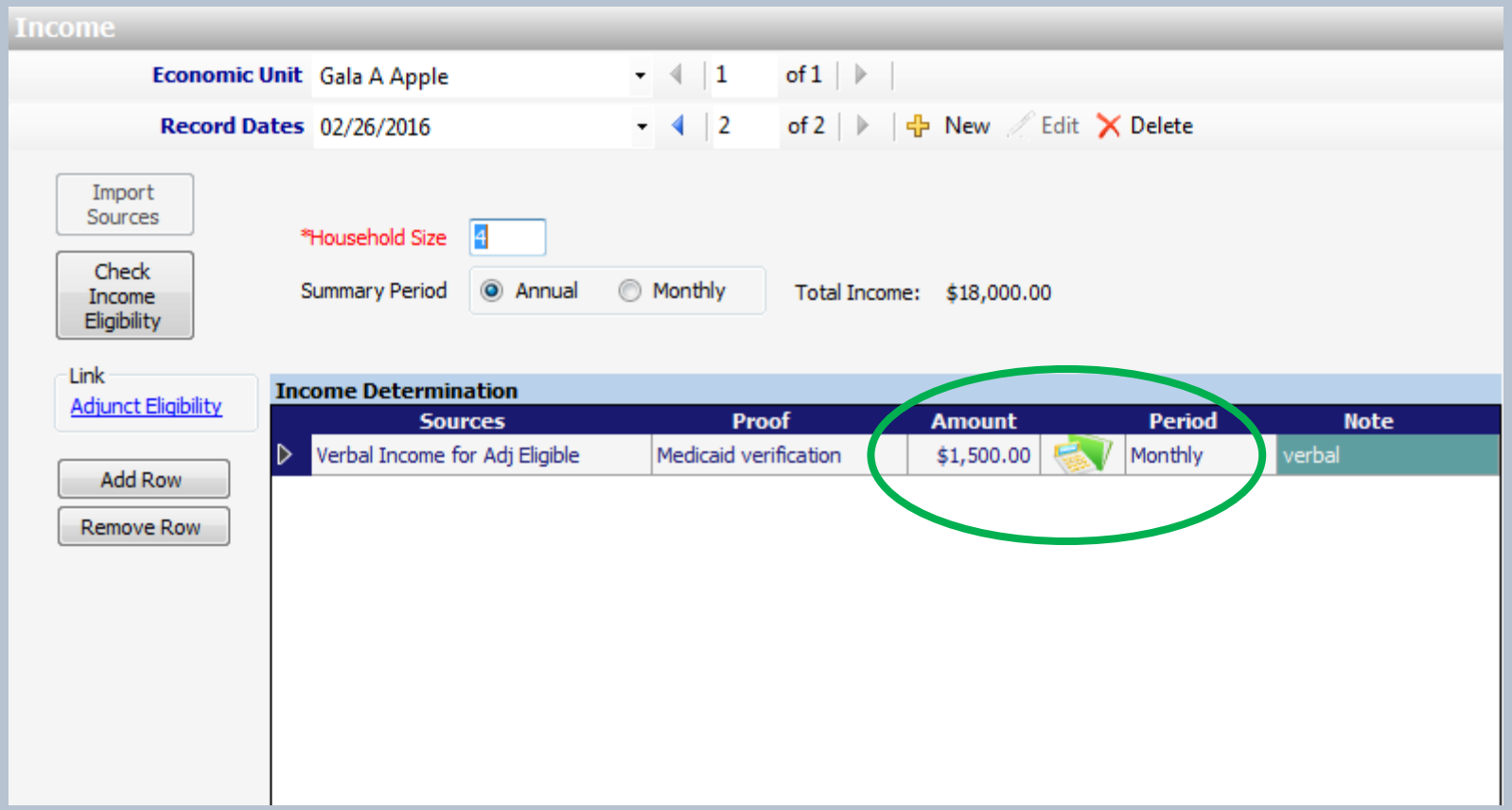
Proof of Adjunct Eligibility for Participants Receiving Medicaid



Source of Income for Participant Receiving Medicaid

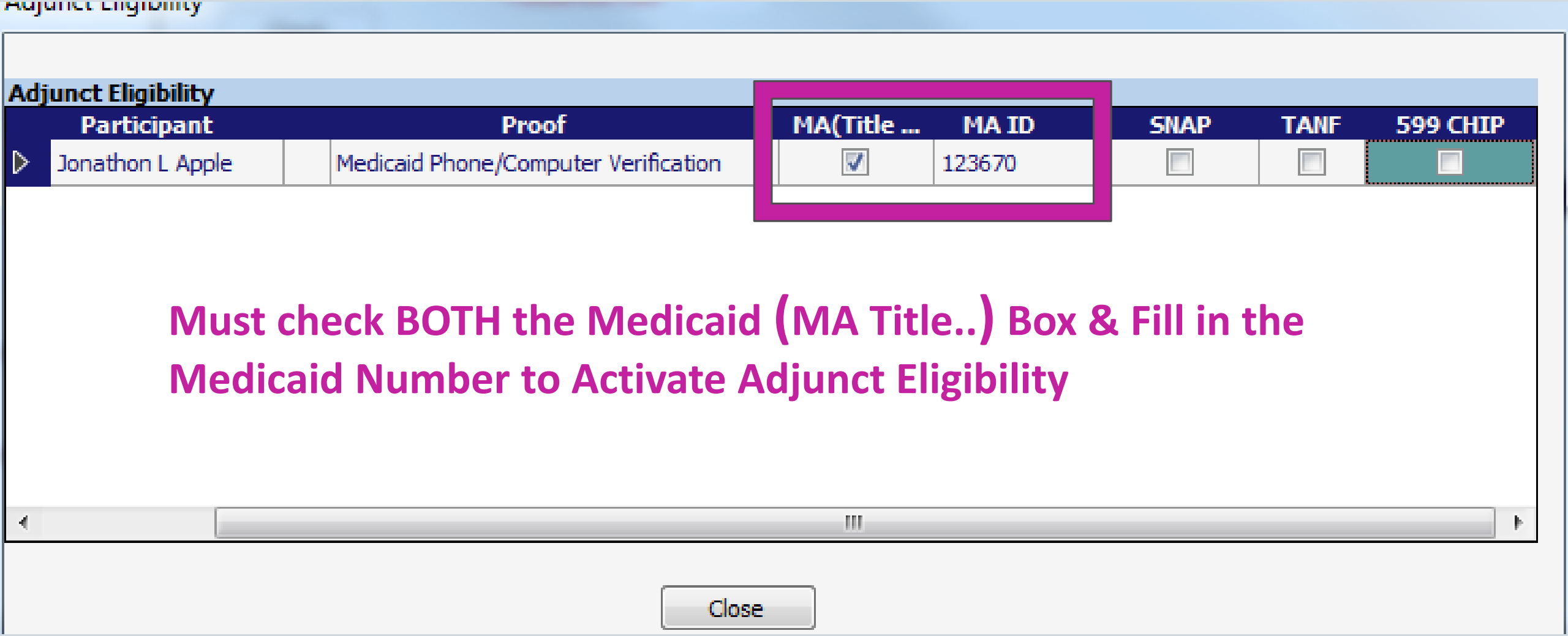


Income Proof for Participant Who is Adjunct Eligible



Use Monthly Total When Entering Income for Participants Who are Adjunct Eligible

Documenting Medicaid


Adjunct Eligibility
Participant
Proof
MA(Title ...
MA ID
SNAP
TANF
599 CHIP
Jonathon L Apple
Medicaid Phone/Computer Verification
123670
Must check BOTH the Medicaid (MA Title..) Box & Fill in the Medicaid Number to Activate Adjunct Eligibility
Close

Questions

Notices of Ineligibility & Termination

FOLLOW-UP

Participants Who Need Notice – No Additional Benefits

- Breastfeeding Women more than 6 months postpartum who STOP Breastfeeding

Participants Who *DO NOT* Need Notice & 15 Days of Additional Benefits

- Participants who are terminated mid-certification:
  - Family members of someone who was found over income during a certification appointment
  - Members of Families who are Disqualified for Program Abuse

Questions

Help Desk Hints

When to contact the WIC Help Desk (Journey)

When to contact the WIC Help Desk:

WIC Help Desk Phone Number: (402) 471-0911 or 1-888-275-2018
WIC Help Desk E-mail Address: dhhs.wichelp@nebraska.gov

1. Problems logging onto Journey
   - If you received a pop-up Windows error message stating "Connectivity Problem … Reason: Remote endpoint could not be found or reached", call the WIC Help Desk immediately.
   - If you received an error message stating ""Credentials entered are invalid", your Journey account might be locked due to too many failed login attempts (incorrect passwords). Please visit the DHHS Password Management Station at https://passman-dhhs.ne.gov/AIMS/PS/ to unlock your Journey account.
   - If you forgot your password, visit the DHHS Password Management Station to have your forgotten password reset.
   - If you need to change your password, visit the DHHS Password Management Station to have it changed.
   - Call the WIC Help Desk if you are still encountering issue(s) after using the DHHS Password Management Station.

2. Problems logging onto computer/workstation
   - Contact your local/agency IT

3. Problems with connectivity/Internet
   - Contact your local/agency IT

4. WIC Hardware/Equipment problems
   - Please refer to the enclosed "NEBRASKA WIC PROGRAM EQUIPMENT SERVICE/REPLACEMENT PROCESS" guide.

5. New User and Remove User Requests
   - E-mail the WIC Help Desk

6. Urgent problems/issues when serving WIC clients. For example, could not certify clients, food package problems, checks won't print, printed checks did not look right (MICR font not present or the format is off), connectivity problems at satellite clinics, etc.
   - Call the WIC Help Desk

7. Non-urgent problems/issues. For example, ad-hoc report request, merge/combine duplicate IDs request, general Journey questions or concerns, etc.
   - E-mail the WIC Help Desk

When to contact the WIC Help Desk (Journey) (cont.)

NEBRASKA WIC PROGRAM EQUIPMENT SERVICE / REPLACEMENT PROCESS

All equipment below is used in either stationary or satellite agencies/clinics. Whenever a piece of equipment fails in any manner the below process should be followed to determine the problem and provide a resolution

Equipment	Responsible for Support	Under Warranty	Process for Service or Replacement of Equipment
Desktop Computer	Agency	Y	• ***Contact WIC Help Desk to troubleshoot problem occurring*** • If determined that computer needs service ○ Agency will contact Dell and schedule service
Desktop Monitor	Agency	N	• ***Contact Agency IT support*** • If determined that monitor has failed ○ Agency responsible for replacement of monitor
Desktop Mouse	Agency	N	• ***Contact Agency IT support*** • Agency responsible for replacement of desktop mouse
Desktop Keyboard	Agency	N	• ***Contact Agency IT support*** • Agency responsible for replacement of desktop keyboard
Desktop Software (Journey / Windows)	Agency	N	• ***Contact WIC Help Desk to troubleshoot problem occurring*** • Depending on issue ○ WIC Help Desk will either help resolve problem or direct you to work with agency IT support to resolve problem
Laptop	Agency	Y	• ***Contact WIC Help Desk to troubleshoot problem occurring*** • If determined that laptop needs service ○ Agency will contact Dell and schedule service
Laptop Power Supply	Agency	Y	• ***Contact WIC Help Desk to troubleshoot problem occurring*** • If determined that power supply has failed ○ Agency will contact Dell and schedule service
Toners for All Printers	Agency	N	• Agency responsible for purchase and replacement of all Printer toners

When to contact the WIC Help Desk (Journey) (cont.)

Equipment	Responsible for Support	Under Warranty	Process for Service or Replacement of Equipment
Carrying Cases for Printers	Agency	N	• Agency responsible for purchase and replacement of all Printer Carrying Cases
Laptop Bag	Agency	N	• Agency responsible for purchase and replacement of Laptop bag
Laptop Wireless Mouse	State	N	• ***Contact WIC Help Desk*** ○ Replacement mouse will be shipped to agency
USB Hub	State	N	• ***Contact WIC Help Desk*** ○ Replacement USB hub will be shipped to agency
USB Cables	State	N	• ***Contact WIC Help Desk*** ○ Replacement USB cable will be shipped to agency

Troy MICR Printer	State	Y	• ***Contact WIC Help Desk to troubleshoot problem occurring***
			• If determined that Troy MICR Printer has failed
			  ○ Replacement Troy MICR Printer will be shipped to agency
			  ○ Agency will ship back to State the broken Printer

HP Laser Printer	State	Y	• ***Contact WIC Help Desk to troubleshoot problem occurring***
			• If determined that HP Laser Printer has failed
			  ○ Replacement Laser printer will be shipped to agency
			  ○ Agency will ship back to State the broken Printer

Brother Printer	State	N	• ***Contact WIC Help Desk to troubleshoot problem occurring***
			• If determined that Brother Printer has failed
			  ○ Replacement Brother printer will be shipped to agency
			  ○ Agency will dispose of broken Printer

Stationary Scanner	State	Y	• ***Contact WIC Help Desk to troubleshoot problem occurring***
			• If determined that Stationary Scanner has failed
			  ○ Replacement scanner will be shipped to agency
			  ○ Agency will ship back to State the broken Scanner

Portable Scanner	State	N	• ***Contact WIC Help Desk to troubleshoot problem occurring***
			• If determined that Portable Scanner has failed
			  ○ Replacement scanner will be shipped to agency
			  ○ Agency will dispose of broken scanner

What to do when needing to change/update Date of Birth

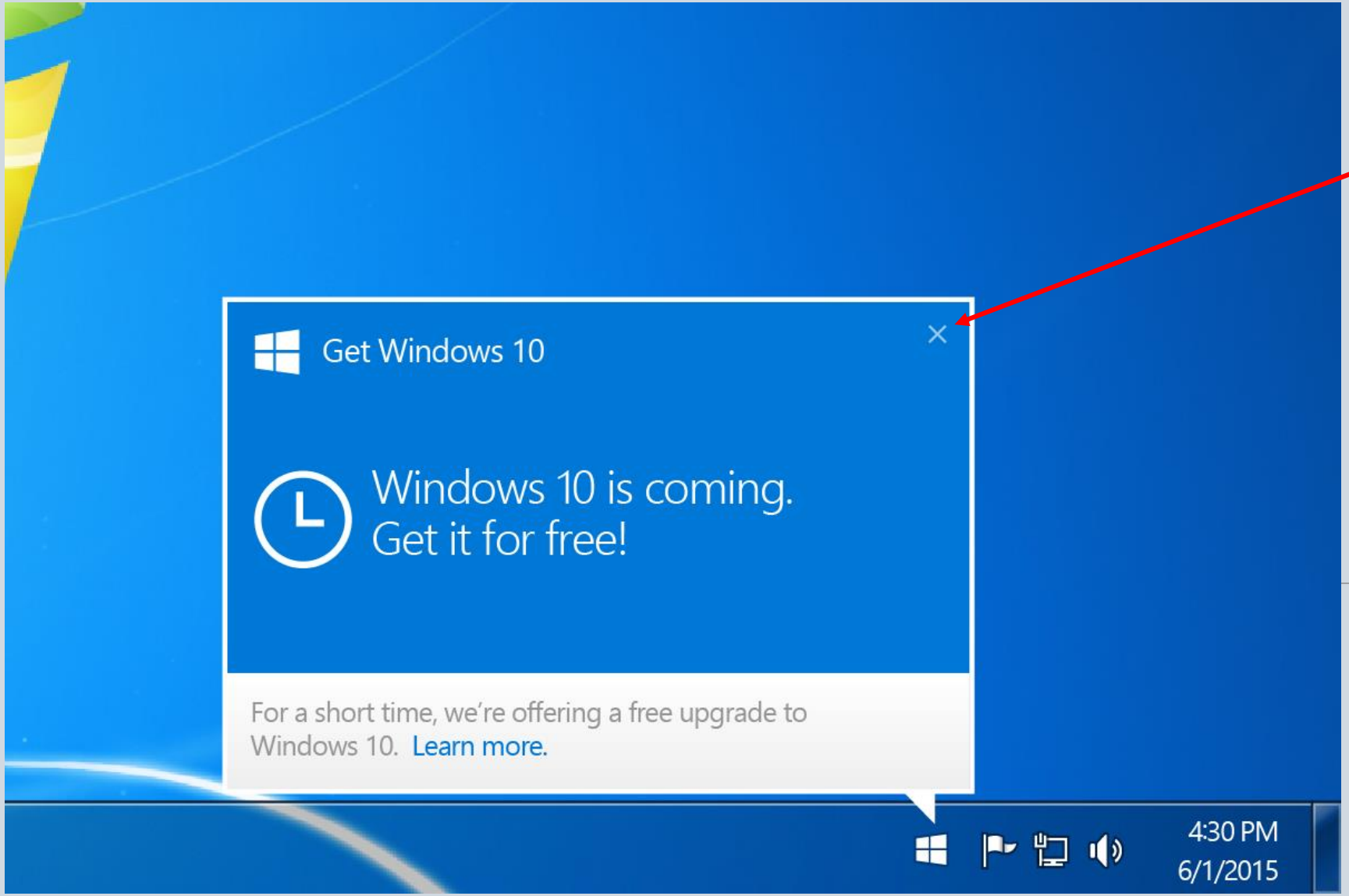
INFANTS OR CHILDREN

1. Identify what the actual birth date it
2. Create a new participant in the same family. You may have to include/omit a middle initial
3. Carry over all data from old participant into the new participant
4. Certify new participant
5. Send email to dhhs.wichelp@Nebraska.gov with the old participant ID (The one with the wrong birth date), the new participant ID(The one with the correct birth date), family ID, and the reason there is two ID's

ALL OTHERS

1. Identify what the actual birth date is
2. Send email to dhhs.wichelp@Nebraska.gov with the correct birthdate, family ID, and participant ID.

Windows 10 Upgrade Notification (on Satellite Laptops)



DO NOT proceed and upgrade/ install Windows 10 !!!

Just click on the "X" to close it

Questions

Upcoming Webinars

SAVE THE DATES

FUTURE TRAINING

Date	Time (CST)	Tentative Topics
Spring, 2016	TBD	Overview of Planning for Local Agency Plans (Directors, Coordinators)
June 30, 2016	10:00 – 12:00	TBD
Sept 29, 2016	10:00 – 12:00	TBD

Our Journey .....

Past, Present, Future

WIC & CSFP Conference
Holiday Inn, Kearney NE
April 12-13, 2016

Potential Topics

- Civil Rights/Cultural Competency
- Workplace Safety
- Medicaid/Snap Update
- CPA Special Formula Update
- Asking Hard Questions
- Journey Reports
- Internet Safety/Confidentiality
- World Cafe
- Celebrating Our Journey Past, Present, Future

Remember to Send in your Registration Form

2016 WIC & CSFP Conference

Registration Form

RETURN BY MARCH 10, 2016

Local WIC/CSFP Agency Name:	Name:
	Individual Work Email Address:

Title/Job Position – Please check one

WIC Program:

- ☐ Director/Coordinator
- ☐ Clerk/Support Staff
- ☐ CPA
- ☐ Vendor Manager
- ☐ Breastfeeding Peer Counselor
- ☐ State WIC Staff
- ☐ Other

CSFP Program:

- ☐ Director/Coordinator
- ☐ CSFP staff
- ☐ Other

Plated Lunch Options (Tuesday) – Choose one:

- ☐ Sherry Glazed Chicken (with mashed potatoes)
- ☐ Pasta Primavera (pasta & roasted vegetables)

Mail this registration Form & $120 Registration Fee by March 10, 2016 to:

Barb Packett
WIC/CSFP Annual Meeting Registration
301 Centennial Mall South
PO Box 95026
Lincoln, NE 68509-5026

Make checks payable to:
CASHIERS OFFICE

Our Journey .....

Past, Present, Future

Thanks for attending

REMEMBER TO COMPLETE THE ATTENDANCE POLL BEFORE LOGGING OUT